

## **Institutional Effectiveness Report Summary, FY 2023-2024**

Every year Odum Library completes an Institutional Effectiveness Report (IER), based on goals and strategies created the previous year in an Institutional Effectiveness Plan (IEP). Each library department establishes goals to help guide work and contribute to overall effectiveness of the library during the year. For Fiscal Year 2023-2024, library departments accomplished the following goals:

### **Reference and Lending Services**

The first goal for the year was to continue to survey student patrons of Reference department research appointments through Fall 2023 to determine their levels of satisfaction and designate areas for improvement of this service for students. Surveys were sent the week after the research appointment, with a reminder email sent near the end of Fall semester. The survey was extended through Fall 2024. Feedback from the surveys help guide reference marketing efforts.

As a second goal, the Reference librarians implemented Bookings software to facilitate the scheduling of individual research appointments for students and other patrons. The software was used to schedule 83 appointments between January and May 2024.

### **New Media Center**

The New Media Center undertook the goal to survey student and faculty patrons of the New Media Center department service points to determine their levels of satisfaction and designate areas for improvement of these service areas for students and faculty. In response to 103 patron surveys collected during Fall 2023, the NMC obtained 50 new laptops, one new poster printer, and improved facility technology including the light board studio, amplifier for Lab 1300, a new projector and screen for Classroom 1370, and improved editing suites. These improvements will increase effective service to VSU students, faculty, and staff.

### **Archives and Special Collections**

Archives and Special Collections established the goal to move the Special Collections and Digitization areas from their current space in Archives into the newly vacated cataloging area across the hall on the fourth floor. Archives moved all special collections books and all other book-like items, such as reports and binders, to the shelves there and established a digital scanning workspace near the relocated special collection.

### **Collection and Resource Services**

The Collection and Resource Services (CRS) department established a long-term goal to inventory the general collection in the library on the 1<sup>st</sup> and 3<sup>rd</sup> floors, which is comprised of Library of Congress call number ranges A-Z. The goal for FY2024 was to complete an inventory of 60% of the 1<sup>st</sup> and 3<sup>rd</sup> floor bookstacks. Progress was computed by the number of book ranges inventoried as a percentage of the total. By the end of the fiscal year, CRS had exceeded the goal by inventorying 80% of the bookstacks, with a goal of completing the inventory by the end of calendar year 2024.